

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE 12	PAGE OF PAGES 1 5	
2. AMENDMENT/MODIFICATION NO. 77		3. EFFECTIVE DATE May 30, 2006	4. REQUISITION/PURCHASE REQ. NO. N/A	5. PROJECT NO. (If applicable)	
6. ISSUED BY Procurement Office George C. Marshall Space Flight Center National Aeronautics and Space Administration Marshall Space Flight Center, AL 35812		CODE PS31-J/MED	7. ADMINISTERED BY (If other than Item 6) Jeffrey S. Jackson (256) 544-8935 Phone (256) 544-3223 Fax		CODE PS31-J
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code)  Science Applications International Corporation (SAIC) Company 6, Technology Services Company 10260 Campus Point Drive San Diego, CA 92121 c/o 6725 Odyssey Drive, Huntsville, AL 35806			(✓)	9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
			X	10A. MODIFICATION OF CONTRACT/ORDER NO. NNM04AA02C	
				10B. DATED (SEE ITEM 13) 1/1/04	
CODE	CAGE- 0T5L1	FACILITY CODE	SAP- 103429		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					

[ ] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended, [ ] is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15 and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(✓)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a), the "Changes" clause, the "Limitation of Funds" clause, and Mutual Agreement
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ X ] is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

	Negotiated Estimated Cost	Shared Savings Fee	Award Fee Earned	Potential Award Fee	Contract Value	Total Sum Allotted
Prev. Base Total	\$496,752,637	\$0	\$17,620,863	\$11,018,877	\$525,392,377	\$466,862,596
This Modification	\$5,545,088	\$0	\$0	\$332,705	\$5,877,793	\$0
Rev. Base Total	\$502,297,725	\$0	\$17,620,863	\$11,351,582	\$531,270,170	\$466,862,596

SEE PAGE 2 FOR DESCRIPTION OF AMENDMENT/MODIFICATION

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print) Julia A. Whitt, Contracts Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) David A. Iosco, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED May 11, 2006	16B. UNITED STATES OF AMERICA BY /s/ David A. Iosco	16C. DATE SIGNED May 30, 2006
/s/ Julia A. Whitt (Signature of person authorized to sign)		(Signature of Contracting Officer)	

# AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT (continued)

The purposes of this modification are to: (A) definitize the Contractor's proposal SAIC-P-017, Revision A, entitled "Marshall Space Flight Center (MSFC) Mission Engineering, Network Management, & GSFC LAN Support", dated April 24, 2006, and submitted in response to NASA/MSFC Change Order Modification No. 69 dated March 1, 2006; (B) revise Section I to reflect an update to the Ombudsman reflected in NFS clause 1852.215-84 and incorporate by reference NFS clause 1852.246-70, Mission Critical Space System Personnel Reliability Program; (C) revise Attachment J-4, Performance Measurement Standards, to incorporate additional performance measurement standards associated with PWS Sections 3.10, 3.11, 3.12, 3.13, 3.14, and 3.15 that were incorporated into the contract via Change Order Modification No. 69; and (D) revise Attachment J-2, Data Procurement Document, to delete several obsolete deliverables that are no longer required. Accordingly, NNM04AA02C is modified as follows:

- A. Under Section B, Clause B.2, Estimated Cost and Award Fee, the total of Estimated Cost is increased by \$8,438,181. This increase consists of \$5,545,088 (from \$496,752,637 to \$502,297,725) for the base period reflected in paragraph (a) and as CLIN 001 in paragraph (b) and \$2,893,093 (from \$176,702,127 to \$179,595,220) as CLIN 003 (Option Year 1) in paragraph (b). The total of Potential Award Fee is increased by \$506,291. This increase consists of \$332,705 (from \$11,018,877 to \$11,351,582) for the base period reflected in paragraph (a) and as a portion of CLIN 001 in paragraph (b) and \$173,586 (from \$10,606,847 to \$10,780,433) as CLIN 003 (Option Year 1) in paragraph (b). These amounts are further allocated by contract year for the base period (immediate contract action) as follows:

## Paragraph (a)

	<u>Estimated Cost</u>	<u>Potential Award Fee</u>
3/1/06 - 6/30/06	\$2,218,035	\$ 133,082
	(From \$91,830,155	\$5,512,170)
	(To \$94,048,190	\$5,645,252)
7/1/06 - 12/31/06	\$3,327,053	\$ 199,623
	(From \$91,739,126	\$5,506,707)
	(To \$95,066,179	\$5,706,330)
<b>TOTAL</b>	<b>\$5,545,088</b>	<b>+ \$ 332,705 = \$5,877,793</b>



- B. Clause B.3, Award Fee for Service Contracts, paragraph (i), is revised to reflect the new Potential Award Fee pools available for the periods 1/1/06 to 6/30/06, and 7/1/06 to 12/31/06. See "A" above for Potential Award Fee "From" "To" details.
- C. Clause B.6, Contract Funding, is revised to allocate additional funding to the Provisional Award Fee total in order to fund 75% of the Potential Award Fee for the current award fee period (1/1/06 to 6/30/06) and the next award fee period (7/1/06 to 12/31/06).
- D. As reflected on the Standard Form 26, Award/Contract, and the Standard Form 30, Modification of Contract, the total contract value is increased by \$5,877,793 (from \$525,392,377 to \$531,270,170) in recognition of the actions taken in (A) above.
- E. Section I, Contract Clauses, Part B, NASA/FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES, 1852.215-84, Ombudsman, is revised to reflect a change in Ombudsman from Axel Roth to Robin Henderson. In addition, NFS Clause 1852.246-70, Mission Critical Space System Personnel Reliability Program, is incorporated by reference in accordance with 14 CFR 1214.5, Mission Critical Space System Personnel Reliability Program.
- F. Attachment J-1, Performance Work Statement, is revised to reflect updates to the PWS changes incorporated by Change Order Modification No. 69 dated March 1, 2006, the resulting proposal for which this modification definitizes. It is mutually agreed that these changes are made within the existing value of SAIC proposal SAIC-P-017, Revision A, dated April 24, 2006, and that no further contract value adjustments are warranted as a result of these changes. In addition, it is understood that the effort incorporated via Change Order Modification No. 69, as well as the revisions thereto incorporated as part of this modification, are effective through the end of the base period, and if Option Period 1 is exercised, through May 31, 2007.
- G. Attachment J-2, Data Procurement Document, is revised to delete the following deliverables:
- Facilities Management Documentation Report, 974MA-007
  - IT Security Demilitarized Zone Design , Architecture, and Environment Report, 974MA-007
  - COSMIS Rates, 974MA-006
  - Actual resource utilization by UNITeS service and customer 974MA-006

- Digital Television Services Documentation, 974MA-007
- Digital Television Services Document, 974MA-007

These deliverables are delineated in either DRD 974MA-006, Reports, or DRD 974MA-007, Documentation. The performance of PWS section 3.15, NASA CIO Support, and incorporated by this modification, is considered to be adequate consideration for the deletion of these documents as no increase in cost and/or fee was proposed nor will it be negotiated for the additional effort. In addition, the effort required to prepare the referenced documents is determined to be roughly equal to that required to perform the additional effort.

- H. Attachment J-4, Performance Requirements Summary, is revised to incorporate additional performance evaluation methodologies and performance standards associated with PWS Sections 3.10, 3.11, 3.12, 3.13, 3.14, and 3.15 that were incorporated into the contract via Change Order Modification No. 69 dated March 1, 2006. In addition, the WBS Section listing delineated in Section II, Performance Evaluation, is revised to reflect the additional PWS sections added by Change Order Modification No. 69. Finally, the Award Fee PWS Sub-section Weighting Table is revised to reflect the revised weightings that required revision as a result of this modification.
- I. Attachment J-7, Small Business Subcontracting Plan, is amended to include the subcontracting plan supplement required by definitization of the proposal referenced in A. above, for the "Marshall Space Flight Center (MSFC) Mission Engineering, Network Management, & GSFC LAN Support", Revision A. This plan will not be numbered but will be incorporated as a supplement to Attachment J-7. In addition to reflecting goals for the immediate contract action, this subcontracting plan supplement reflects the total contract value, including all previous modifications, if any, that had a value less than the threshold for requiring submission of a subcontracting plan supplement. Future subcontracting plan supplements will also be incorporated as part of this attachment.
- J. The modification(s) made above are reflected in total on the change page(s) enclosed herewith. In order to reflect the change(s) made, the page(s) listed below are hereby deleted from, or added to, NNM04AA02C. Either bolded text or a vertical change bar included in the right margin indicates the specific area(s) of change.

<u>Page(s) Deleted</u>	<u>Page(s) Added</u>
B-2	B-2
B-3	B-3
B-5	B-5
B-8	B-8
I-4 and I-5	I-4 and I-5
J-1-i, iii, and iv	J-1-I, iii, and iv
J-1-20	J-1-20
J-1-21	J-1-21
J-1-48- J-1-50	J-1-48 - J-1-50
J-1-52 - J-1-53	J-1-52 - J-1-53
J-2-3	J-2-3
J-2-25	J-2-25
J-2-31	J-2-31
J-4-7	J-4-7
J-4-8	J-4-8
J- 4-40- J-4-98	J-4-40 – J-4-116
J-7 Supplement 12, (1-6)	J-7 Supplement 12, Rev. A, (1-6)
	J-7 Supplement 13, Rev. B, (1-6)

K. In recognition of the modification(s) agreed to herein as complete equitable adjustments for the Contractor's "proposal(s) for adjustment" listed below, the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustment(s) attributable to such facts or circumstances giving rise the "proposal(s) for adjustment."

Contract  
Change Identification  
 NASA/MSFC Change  
 Order Modification  
 No. 69 dated  
 March 1, 2006

Contractor  
Proposal Number  
 SAIC proposal SAIC-P-017  
 dated March 9, 2006, and  
 submitted via SAIC letter  
 SAIC-03-367 dated  
 March 9, 2006

SAIC proposal SAIC-P-017  
 Revision A, dated  
 April 24, 2006, and  
 submitted via SAIC letter  
 SAIC-06-400 dated  
 April 24, 2006

L. All other terms and conditions of NNM04AA02C remain unchanged.

## B.2 ESTIMATED COST AND AWARD FEE

(a) The estimated cost and contract fees are as follows:

Contract Year	Period Covered	Estimated Cost	Shared Savings Fee	Earned Award Fee	Potential Award Fee
Base Year 1	1/1/04-6/30/04	\$ 47,472,018		\$2,696,331	\$0
Base Year 1	7/1/04 - 12/31/04	\$ 86,792,101		\$4,851,221	\$0
Base Year 2	1/1/05-6/30/05	\$ 87,948,919		\$4,910,402	\$0
Base Year 2	7/1/05 - 12/31/05	\$ 90,970,318		\$5,162,909	
Base Year 3	1/1/06-6/30/06	\$ 94,048,190			\$ 5,645,252 AF (\$4,290,392 SF) (\$1,354,860 OF)
Base Year 3	7/1/06 - 12/31/06	\$ 95,066,179			\$ 5,706,330 AF (\$4,336,811 SF) (\$1,369,519 OF)
Option Year 1	1/1/07-6/30/07				
Option Year 1	7/1/07 - 12/31/07				
Option Year 2	1/1/08-6/30/08				
Option Year 2	7/1/08 - 12/31/08				
	TOTAL	\$502,297,725		\$17,620,863	\$11,351,582

\* AF denotes Award Fee

\*\* SF denotes Subjective Fee

\*\*\*OF denotes Objective Fee

(b) The estimated cost and award fees applicable to the base period and each option period are as follows:

CLIN	Qty.	Unit	Estimated Cost	Award Fee
<b>BASIC PERIOD</b> (January 1, 2004 thru December 31, 2006)				

001	1	Job	\$502,297,725	\$28,972,445
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			<u>Estimated Amount</u>	<u>Maximum Amount</u>
002	1	ID/R	\$0	\$1,500,000

CLIN	Qty.	Unit	Estimated Cost	Award Fee
<u>OPTION PERIOD 1 (January 1, 2007 thru December 31, 2007)</u>				
003	1	Job	\$179,595,220	\$10,780,433 AF (\$8,193,129 SF) (\$2,587,304 OF)

			<u>Estimated Amount</u>	<u>Maximum Amount</u>
004	1	ID/R	\$0	\$500,000

CLIN	Qty.	Unit	Estimated Cost	Award Fee
<u>OPTION PERIOD 2 (January 1, 2008 thru December 31, 2008)</u>				
005	1	Job	\$176,443,803	\$10,591,347 AF (\$8,049,424 SF) (\$2,541,923 OF)

			<u>Estimated Amount</u>	<u>Maximum Amount</u>
006	1	ID/R	\$0	\$500,000

(End of clause)

### B.3 AWARD FEE FOR SERVICE CONTRACTS

(a) The contractor can earn award fee from a minimum of zero dollars to the maximum stated in **Clause B.2, "ESTIMATED COST AND AWARD FEE"** in this contract.

(b) Beginning 6 months after the effective date of this contract, the Government shall evaluate the Contractor's performance every 6 months to determine the amount of award fee earned by the contractor during the period. The Contractor may submit a self-evaluation of performance for each evaluation period under consideration. These self-evaluations will be considered by the Government in its evaluation. The Government's Fee Determination Official (FDO) will determine the award fee amounts based on the Contractor's performance in accordance with **ATTACHMENT J-5, UNITEs CPAF EVALUATION PLAN**. The plan may be revised unilaterally by the Government prior to the beginning of any rating period to redirect emphasis. Performance evaluation for PWS sections 3.0 and 5.0 will be evaluated against the standards delineated in **ATTACHMENT J-4, PERFORMANCE MEASUREMENT STANDARDS**. Any changes to this ATTACHMENT will be made by bilateral contract modification.

(c) The Government will advise the Contractor in writing of the evaluation results. The NASA/MSFC Financial Management Office, RS23 will make payment based on issuance of a unilateral modification by the Contracting Officer.

(d) The amount of award fee which can be awarded in each evaluation period is limited to the amounts set forth

(i) The amount of award fee which has been awarded pursuant to this clause, the potential award fee available for the period, and the period to which said fee applies is set forth below:

Contract Year	Period Covered	Earned Award Fee	Potential Award Fee
Base Year 1	1/1/04- 3/30/04	\$270,275	\$275,791 (1/1/04 to 3/30/04)
	3/31/04- 6/30/04	\$2,426,056	\$ 2,572,649 AF * (3/30/04 to 6/30/04) (\$1,955,213 SF) ** (\$617,436 OF) ***
Base Year 1	7/1/04 - 12/31/04	\$4,851,221	\$ 5,207,408 AF (\$3,957,630 SF) (\$1,249,778 OF)
Base Year 2	1/1/05-6/30/05	\$4,910,402	\$ 5,270,936 AF (\$4,005,911 SF) (\$1,265,025 OF)
Base Year 2	7/1/05 - 12/31/05	\$5,162,909	\$ 5,453,009 AF* (\$4,144,287 SF**) (\$1,308,722 OF***)
Base Year 3	1/1/06-6/30/06		\$ 5,645,252 AF (\$4,290,392 SF) (\$1,354,860 OF)
Base Year 3	7/1/06 - 12/31/06		\$ 5,706,330 AF (\$4,336,811 SF) (\$1,369,519 OF)
Option Year 1	1/1/07-6/30/07		
Option Year 1	7/1/07 - 12/31/07		
Option Year 2	1/1/08-6/30/08		
Option Year 2	7/1/08 - 12/31/08		

\* AF denotes Award Fee

\*\* SF denotes Subjective Fee

\*\*\*OF denotes Objective Fee

(End of Clause)

#### B.4 ALLOWABLE ITEMS OF COST (MSFC 52.242-90) (FEB 2001)

(a) In accordance with advance agreement between the Government and the Contractor for this contract, allowable costs for the items listed below are subject to the ceilings shown:

Ceilings on General And Administrative Costs-

Period

Rate

(b)(4)



B.5 PREMIUM FOR SCHEDULED OVERTIME (MSFC--52.222-90) (FEB 2001)

Pursuant to the clause entitled "Payment for Overtime Premiums," the amount of overtime premium authorized shall not exceed the amount specified below for the indicated period.

(b)(4)

(End of clause)

B.6 CONTRACT FUNDING (1852.232-81) (JUN 1990)

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this contract is \$440,728,046. This allotment is for performance in all areas and covers the following estimated period of performance: contract award through September 29, 2006.

(b) An additional amount of \$26,134,550 is obligated under this contract for payment of fees.

(c) Recapitulation of funding is as follows:

	<u>Previous</u>	<u>This Action</u>	<u>Total</u>
Estimated Cost	\$440,977,575	(\$249,529)	\$440,728,046
Shared Savings Fee	\$0	\$0	\$0
Provisional Award Fee (Funded at 75%)	\$8,264,158	\$249,529	\$8,513,687
Award Fee Earned	<u>\$17,620,863</u>	<u>\$0</u>	<u>\$17,620,863</u>
Total Sum Allotted	\$466,862,596	\$0	\$466,862,596

(End of clause)

B.7 INDEFINITE DELIVERY/REQUIREMENTS

(a) The completion effort (definite quantity) of this contract is considered to be those services negotiated for the estimated cost and fees for the basic contract period and each priced option period. Work that cannot be sufficiently identified, predetermined, or quantified is identified as Requirements work.

(b) Requirements work is specified as that effort that exceeds the performance bands specified in PWS sections 5.1, MSFC Applications and Web Services, and 3.9.4 and 5.10.4, Maintenance.

<u>Clause No.</u>	<u>Title</u>
52.242-4	Certification of Final Indirect Cost (Jan 1997)
52.242-10	F.o.b Origin- Government Bills of Lading or Prepaid Postage (Apr 1984)
52.242-13	Bankruptcy (Jul 1995)
52.243-2	Changes -- Cost-Reimbursement (Aug 1987) -- Alternate II (Apr 1984)
52.244-2	Subcontracts (Aug 1998) -- Alternate I (Aug 1998)[Insert "See Clause H.8" in (e) and "N/A" in (k)]
52.244-5	Competition in Subcontracting (Dec 1996)
52.245-5	Government Property (Cost-Reimbursement, Time-and-Materials, or Labor-Hour Contracts) (Jun 2003) DEVIATION (Jul 1995)
52.246-25	Limitation of Liability - Services (Feb 1997)
52.247-1	Commercial Bill of Lading Notations (Apr 1984)
52.247-67	Submission of Commercial Transportation Bills to the General Services Administration for Audit (Jun 1997)
52.249-6	Termination (Cost-Reimbursement) (Sep 1996)
52.249-14	Excusable Delays (Apr 1984)
52.251-1	Government Supply Sources (Apr 1984)
52.251-2	Interagency Fleet Management System Vehicles and Related Services (Jan 1991)
52.252-6	Authorized Deviations in Clauses (Apr 1984)
52.253-1	Computer Generated Forms (Jan 1991)

B. NASA/FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

<u>Clause No.</u>	<u>Title</u>
1852.204-75	Security Classification Requirements (Sep 1989)[Insert "Top Secret" and "J-11"]
1852.204-76	Security Requirements for Unclassified Information Technology Resources (Jul 2002)[Insert "45" in paragraph (c)]
1852.215-84	Ombudsman (Oct 2003)[Insert "Robin N. Henderson, DE01, George C. Marshall Space Flight Center, MSFC, AL 35812, telephone (256) 544-1919, fax (256) 544-7920, email Robin.N.Henderson@nasa.gov"]
1852.216-89	Assignment and Release Forms (Jul 1997)
1852.219-74	Use of Rural Area Small Businesses (Sep 1990)
1852.219-75	Small Business Subcontracting Reporting (May 1999)
1852.219-76	NASA 8 Percent Goal (Jul 1997)
1852.219-77	NASA Mentor-Protégé' Program (May 1999)
1852.219-79	Mentor Requirements and Evaluation (Mar 1999)
1852.223-70	Safety and Health (Apr 2002)

<u>Clause No.</u>	<u>Title</u>
1852.223-71	Frequency Authorization (Dec 1988)
1852.223-76	Federal Automotive Statistical Tool Reporting (Jul 2003)
1852.227-86	Commercial Computer Software - Licensing (Dec 1987)
1852.227-87	Transfer of Technical Data Under Space Station International Agreements (Apr 1989)
1852.228-75	Minimum Insurance Coverage (Oct 1988)
1852.237-70	Emergency Evacuation Procedures (Dec 1988)
1852.243-71	Shared Savings (Mar 1997)
1852.245-70	Contractor Requests for Government-Owned Equipment (Jul 1997)
1852.246-70	Mission Critical Space System Personnel Reliability Program (Mar 1997)

(End of clause)

I.2 REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS OR QUOTERS INCORPORATED BY REFERENCE (MSFC-52.252-91) (AUG 1988)

The Representations, Certifications, and Other Statements of Offerors or Quoters (Section K of the solicitation document) as completed by the Contractor are hereby incorporated in their entirety by reference, with the same force and effect as if they were given in full text.

(End of clause)

I.3 FULL TEXT CLAUSES (MSFC -- 52.252-90) (AUG 1988)

The following clauses are attached hereto in full text:

<u>Clause No.</u>	<u>Title</u>
52.222-47	Service Contract Act (SCA) Minimum Wages and Fringe Benefits (May 1989)
1852.237-72	Access to Sensitive Information (Jun 2005)
1852.237-73	Release of Sensitive Information (Jun 2005)

(End of clause)

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### **3.1.1 Sustaining Engineering Support for Agencywide Administrative Systems (SESAAS)**

The contractor shall maintain the SESAAS applications until transition to the IEMP suite of applications. Prior to the transition, the contractor shall also develop any interfaces required between these Agencywide systems and the IEMP system. These applications include:

- a. Procurement System - Acquisition Management System (AMS).
- b. Asset Management – NASA Equipment Management System (NEMS), NEMS Central Database system, NASA Property Disposal Management System (NPDMS), NASA Supply Management System (NSMS), and NASA Online Supply Catalog (NOSC).
- c. Human Resources – NASA Personnel/Payroll System (NPPS).
- d. Training –The contractor shall be responsible for the development and maintenance of the AdminSTAR system. The contractor shall also develop any Agencywide ad hoc queries using Brio. The contractor shall also be responsible for the software development and sustaining support for the NASA On-line Registration System (NORS), which interfaces to AdminSTAR.

The contractor shall also provide production support to the NEMS Central Database, the General Services Administration (GSA) Error Report Transmission, Employee Express, and AdminSTAR.

### **3.1.2 RESERVED**

### **3.1.3 Site for On-line Learning and Resources (SOLAR)**

The contractor shall provide software development; sustaining support; system and database administration; production support; strategic planning for e-training, and course content development for the SOLAR system. Course content development shall meet Federal Accessibility Standards compliance as well as Sharable Content Object Reference Model (SCORM) compliance. Examples of course content are IT Security training, IEMP training, and Safety and Mission Assurance training.

### **3.1.4 Web Time and Attendance Distribution System (WebTADS)**

The contractor shall provide software development and sustaining support as well as production support activities for the WebTADS. Effective November 15, 2005, the work in this section shall be performed as part of PWS 4, IEMP Integration Services.

### **3.1.5 NASA Acquisition Internet Services (NAIS)**

The contractor shall provide software development and sustaining support as well as production support activities for the NAIS.

### **3.1.6 Dryden Flight Research Center (DFRC) Applications Support**

The contractor shall provide sustaining and production support for the DFRC applications until transition to the IEMP suite of applications. This responsibility shall include the installation of the core Agencywide software systems and sustaining support of any site-unique changes to the core. The contractor shall provide support for the transition and for any interfaces required by those site-specific systems that will not be replaced by IEMP. The applications include:

- a. Dryden Accounting and Resource Tracking System (DARTS).
- b. Labor Distribution and Tracking (LABOR) System.
- c. Time and Attendance and Distribution System (TADS).
- d. Integrated Security Information System (ISIS).
- e. NSMS site unique.
- f. NEMS site unique.
- g. NPDMS site unique.
- h. AMS site unique.
- i. NPPS site unique.

### **3.1.7 Exploration Systems Mission Directorate (ESMD) Support**

The contractor shall provide software development, sustaining support, system and database administration, application administration, as well as production support for the Integrated Collaborative Environment (ICE) including WindChill, ProjectLink, PDMLink, Cradle, Active Risk Manager, wInsight, CITRIX, Primavera, Vignette, and an Integration broker.

### **3.10 MISSION ENGINEERING AND NETWORK MANAGEMENT**

(PWS 3.10 effective through the end of the base period and if Option Period 1 exercised through May 31, 2007)

The scope and objective of this work is to provide network and sustaining engineering, network management and operation, and system administration for the NASA mission network. The support includes, but is not limited to, overall operational network engineering, sustaining engineering of network components, network security engineering, and day-to-day operational support that provides for the transmission and delivery of telemetry, commands, and data to all NASA missions and projects.

The objectives of this effort also include a focus on the application and customization of emerging technologies to meet current and future networking requirements, and the necessary integration required to deploy new technologies into the existing environment.

The work also provides for operational support of on-going missions and projects and shall include providing support for the launching of new satellites and special activities such as servicing missions and critical coverage of space activity.

The Government will provide procurement, property management, logistics, and property accountability for the NASA Mission Network.

#### **3.10.1 Network and Sustaining Engineering**

The contractor shall provide operational network and sustaining engineering of network components for all elements of this PWS. Engineering expertise shall be provided for both wide area and local networks. The contractor shall also develop network designs and operational concepts, and NASA will approve the design concepts through the appropriate NASA channels.

In addition, the contractor shall perform network engineering support for the Goddard Space Flight Center (GSFC) and Agency networks. Network engineering shall include the preparation of requirements analyses and a prototyping strategy for implementing the requirements, development of network architecture(s) and design, site preparation, installation, integration and testing for deployment, sustaining engineering, trouble-shooting, and preparing as-built documentation for all implemented requirements.

The contractor shall provide Event Report (ER) analysis (DRD 974MA-015) and resolution, priority System Problem Report (SPR) resolution (DRD 974MA-015) (if necessary), respond to Daily Summary Reports (DSR), and provide on-call mission availability.

#### **3.10.2 Software Sustaining Engineering**

The Contractor shall provide software sustaining engineering and user support for Conversion Devices and the Tracking Data System. Software sustaining engineering activities include configuration management, defect identifications and tracking, defect correcting, capability enhancements, installations, configuration, testing, design reviews, and delivery of software releases. Capability enhancements include requirements analysis, software design, and software development.

Software sustaining engineering requirements shall include:

- **Engineering Software Releases.** The Contractor shall perform requirements analysis, system design, coding, configuration management, and testing for software releases. The Contractor shall hold software design reviews prior to new version releases.
- **Maintaining Related Software.** The Contractor shall perform application modifications to support network requirements and modifications to correct software issues. The Contractor shall support the maintenance of several tools (e.g. debuggers, traffic generators, and traffic capture software) that provide system test and network capabilities, diagnostic and fault isolations capabilities, and network traffic data collections capabilities.
- **Distributing Upgrades.** The Contractor shall also support the distribution of operating systems upgrades, security patches/fixes, kernel upgrades, custom kernel upgrades, and custom serial drivers.

### **3.10.3 Network Management and Operations**

The contractor shall be responsible for on-site network management of all mission IP networks providing connectivity between Greenbelt and other points in the network. These networks include the local and wide area Internet Protocol (IP) Operational Network (IONet) and the EOSDIS backbone Network (EBNet). The networks are managed in the IP Network Operations Center (IPNOC) located in the Nascom Operations Management Center (NOMC) at the GSFC.

The contractor shall also be responsible for providing life cycle mission operations support for the operational conversion device service in support of NASA missions and projects. This service is provided via the Internet Protocol Operational Network (IONet) and controlled from the NOMC.

To perform the network management responsibilities, the contractor shall interact and coordinate with other contractors and end users in order to operate and manage the network services. The contractor shall also maintain appropriate levels of certification for all applicable staff. In addition, the contractor shall maintain escalation procedures and develop root cause analysis and corrective actions for major outages.

#### **3.10.3.1 IPNOC**

The contractor shall perform IPNOC network management responsibilities to include monitoring the networks, isolating problems, coordinating maintenance, upgrading network components, and repairing the networks. The contractor shall also be responsible for day-to-day operational support, which provides for the transmission and delivery of telemetry, commands, and data to all NASA missions and projects.

The contractor shall provide network management, on a 24 x 7 basis, of the local networks, sub-networks, firewalls, and components in accordance with NASA and

NISN developed policies and procedures, including enhanced coverage for NASA-declared critical periods. Critical periods typically bracket launch, early orbit, payload deployment, and for Shuttle, Extra-Vehicular Activity (EVA) and landing. Enhanced coverage includes increased staff and on-site engineering during particular shift(s).

In the performance of network monitoring of local networks, the contractor shall:

- a. Monitor frame/cell switched and routed networks using Government provided Network Management System (NMS) and workstations.
- b. Monitor all network problem isolation and resolutions.
- c. Compile traffic statistics for network optimization and engineering.
- d. Provide configuration management for all infrastructure components.
- e. Coordinate maintenance issues and work with maintenance providers to maintain, repair, and upgrade network equipment.
- f. Be responsible for creating and testing all new configurations and/or configuration changes for the IONet.
- g. Operate, maintain and upgrade the IPNOC Network Management System (NMS) using Commercial Off-The-Shelf (COTS) tools.
- h. Maintain and upgrade the IONet firewall and any related firewall tools.
- i. Maintain and upgrade the IONet Domain Name Servers (DNS).
- j. Report all anomalies and the results of all subsequent restorals to the Shift Communications Manager (Comm Manager).
- k. Interface and coordinate with other areas of the NOMC, if necessary, in order to provide and restore conversion device service.
- l. Maintain a Mission Network Operations Log (DRD 974MA-014) to log all operations, testing, and restoral activities.

The Government will provide the contractor with access to the NASA IT lab to support and accomplish tasks. The lab is configured with Government-provided hardware and software including evaluation copies of products, routers, systems, and hardware for software testing.

### **3.10.3.2 Conversion Device Service**

The contractor shall provide operation, maintenance, and user support for Conversion Devices. In performing this effort, the contractor shall:

- a. Integrate the operation of the conversion devices into the operational service provided by the IPNOC through the operation, management, and sustaining engineering and integration of the services.
- b. Manage, operate, configure, install, troubleshoot, and repair conversion devices used in the network as gateways between the legacy 4800 bit block and the Internet Protocol (IP).

### **3.11 LOCAL AREA NETWORK ENGINEERING**

**(PWS 3.11 effective through the end of the base period and if Option Period 1 exercised through May 31, 2007)**

The objectives of this work include a focus on the application and customization of emerging technologies to meet current and future networking requirements, and the necessary integration required to deploy new technologies into the existing environment.

The contractor shall provide network engineering and sustaining engineering of local area networks (LANs) at GSFC and associated network components. Network engineering shall include the preparation of requirements analyses and a prototyping strategy for implementing the requirements, development of network architecture(s) and design, site preparation, installation, integration and testing for deployment, sustaining engineering, trouble-shooting, and preparing as-built documentation for all implemented requirements.

The contractor shall develop network designs and operational concepts, and NASA will approve the design concepts through the appropriate NASA channels.

The contractor shall also perform technology evaluation studies and analysis as directed. Technical evaluation studies may include such types of activities as technology or vendor product surveys, requirements analysis, benchmark analysis, lab testing, proof of concept, prototypes, or other type of demonstrations. Each study initiated shall include, but is not limited to the following deliverables: (1) Work plan to include a charter statement; (2) baseline assessment; (3) study conclusion and recommendations; and (4) additional study documentation as required and/or necessary.

### **3.12 NETWORK SECURITY**

**(PWS 3.12 effective through the end of the base period and if Option Period 1 exercised through May 31, 2007)**

The contractor shall provide IT network security to network customers. In performing these services, the contractor shall:

- a. Collect and assess security requirements against network data flow requirements and define network firewall implementation. The contractor shall also support incident investigation and IT security incidents/emergency response in coordination with the GSFC IT Security Manager.
- b. Use the NASA security lab to commence product/solution testing, including Virtual Private Network (VPN) testing. The NASA security lab is located at GSFC and contains Government provided hardware and software. The contractor shall provide documentation on testing and evaluation of security products and solutions (974MA-006). The contractor shall also provide "as built" documentation of the security lab (974MA-006) and an Operations Plan for the security lab (DRD 974MA-006). In addition, the contractor shall develop procedures to share tools, technologies, and expertise through the Scientific and Engineering Workstation Procurement (SEWP) security lab located at GSFC.



- c. Support the GSFC Chief Information Officer (CIO)'s goal to strengthen and improve information technology (IT) security. The contractor shall develop and implement the high priority technology-related recommendations established by the NASA CIO, the NASA Principal Center for IT Security (PC-ITS), the GSFC CIO, and the GSFC Deputy CIO for IT Security.
- d. Perform quarterly vulnerability scanning including unannounced scanning consistent with the current network scanning architecture and approach and report scanning findings and metrics quarterly (DRD974MA-006). The contractor shall also support and maintain the government's secure webserver to distribute vulnerability reports and shall provide technical support for center vulnerability scanners. In addition, the contractor shall sit on the CRB (Goddard's IT Vulnerability Waiver Board).
- e. The contractor shall establish an intrusion detection architecture and approach, deploy, operate, and manage an intrusion detection infrastructure, and perform network traffic monitoring and analysis. The categories of network traffic captured, stored, and analyzed must be approved by the Deputy CIO for IT Security. The contractor shall report all identified intrusions to the GSFC ITSM and report intrusion detection findings monthly to the Deputy CIO for IT Security (DRD 974MA-006). The contractor shall also develop recommendations for a penetration testing methodology and approach for GSFC and shall coordinate this effort with the GNECCB and the ITSWG.
- f. The contractor shall establish a security incident response team to support the Deputy CIO for IT Security and the ITSM. With coordination from the task monitor, the contractor shall serve as a network and host computer security-engineering group providing consultation and intrusion evaluation services to the GSFC community.

### **3.13 BUSINESS STUDIES**

**(PWS 3.13 effective through the end of the base period and if Option Period 1 exercised through May 31, 2007)**

The contractor shall perform NASA Information Technology business studies and analysis as directed to include Strategic Planning, Business Process Analysis, and analyses related to IT investments.

### **3.14 SCIENTIFIC AND ENGINEERING WORKSTATION PROCUREMENT (SEWP) PROGRAM SUPPORT**

**(PWS 3.14 effective through the end of the base period and if Option Period 1 exercised through May 31, 2007)**

The contractor shall provide strategic program management support to the Scientific and Engineering Workstation Procurement (SEWP) Program Manager in developing and implementing strategic initiatives for the SEWP organization. This shall include the facilitation and support of SEWP retreats and other meetings as needed.

### **3.15 NASA CIO SUPPORT**

**(PWS 3.15 effective through the end of the base period and if Option Period 1 exercised through May 31, 2007)**

The contractor shall provide support to the NASA CIO as necessary. The work shall include support to the NASA Headquarters blue pages activities.

National Aeronautics and Space Administration			DATA PROCUREMENT DOC.	
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			974	Basic
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## Attachment 1

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Report/Information	PWS paragraph	Frequency	Data Type	Format	Content
Project plans, status and schedule reviews (work accomplished, schedules, resources across functional activities)	2.0.h(1), 2.1.a	Monthly	3	MICS/Online	Show interdependencies between functions and tasks; clearly delineate changes from previous month's schedule
Planned versus actual resource allocation	2.0.h(2)	Maintain current	3	MICS/Online	
Actual resource utilization by UNITEs service and customer	2.0.i(1)	DELETED	3	COSMIS	
COSMIS rates	2.0i(2)	DELETED	3		
Headcount Allocations Report	2.0.i(3)	Maintain current	3	Hardcopy	By full cost accounting pools of MSFC IT Services, Center G&A Services, NISN services, and corporate G&A Services
Weekly Activity Report	2.1.c, 3.9.2.3.b, 5.10.2.3.b	Weekly	3	Online	Significant accomplishments, problems encountered, quality assurance results, and corrective actions.
Tracking of official communication with COTR (e.g., technical direction, information requests, transmittals) and status concerning all such communication	2.1.d	Maintain current	3	Hardcopy	
Cost Accounting System	2.3.a	Maintain current	5	MICS/Online	
Contract administration information system	2.4.b	Maintain current	5	MICS/Online	
Procurement information system	2.5.a, 2.5.b	Maintain current	5	MICS/Online	Status tracking of individual procurements; funding verification; contractor policies/procedures, etc.
Customer Satisfaction Surveys Summary Report	2.11.2.g, 2.11.3	Monthly  J-2-25 (Mod. 77)	2	Online database	Summarize customer satisfaction survey data (number of surveys sent, responses received, action taken, and results) within each customer service area.

## Attachment 1

Documentation	PWS paragraph	Frequency	Data Type	Format	Content
Continuity of Operations Plan	2.7.3.e, 2.7.4, 3.9.6, 5.10.6	Annually	1	Hardcopy	
Facilities Management documentation	2.9.a, 2.9.b, 2.9.c, 2.9.d, 2.9.e, 2.9.f, 2.9.h, 2.9.j, 2.9.k, 2.9.l	DELETED	3	Hardcopy	Documentation, floor plans, records of changes/moves, schedules, status, projects, requirements
Customer requirements	2.11.1.b, 2.11.2.a, 3.9.1.1.a, 3.9.1.1.c, 3.9.2.1.a, 5.10.1.1.a, 5.10.1.1.c, 5.10.2.1.a	Semi-Annually	3	Hardcopy and online/database	NISN PSLA NACC MSFC
Customer service level agreements and commitment agreements	2.11.2.i	Maintain current	3	Hardcopy and online/database	NISN PSLA NACC MSFC
Applications and Web Services Manual	3.1, 5.1	Semi-Annually	2	Hardcopy and online	Descriptions of Agency wide computer applications services
Data Administration documentation	3.1.b, 5.1.b	Maintain current	1	Hardcopy	Policies, procedures, architecture, data dictionary and models, etc.
Digital Television service documentation	3.2.a, 3.2.b	DELETED	1	Hardcopy	Customer television requirements; transition and implementation plans
IT Security Demilitarized Zone design, architecture and environment	3.3.4.b	DELETED	1	Hardcopy	
Account management documentation	3.3.5.a, 3.4.4.f, 3.7.3.1.a, 3.7.3.1.b, 4.2.1.6, 4.2.2.5, 5.2.1.f, 5.2.2.f	Maintain current	5	Hardcopy	User account information (userids, access, quotas, requirements), smart cards, secure tokens, etc.
Software licenses	3.4.b, 3.9.4.1.b(2), 5.10.4.1.b(2)	Maintain current	5	Online	
Midrange Node Book	3.4.4, 5.2	As required	3	Online	System configuration documentation for Agencywide computer systems services defined in Appendix A, Category I.

## **II. Performance Evaluation**

The measurement of performance for the contract effort will be conducted in accordance with ATTACHMENT J-5, "UNITeS CPAF Evaluation Plan." As part of this process, PWS sections 3.0 and 5.0 will utilize the objective standards contained herein in order to assist in measuring technical performance. As part of the Award Fee process, other elements of contractor performance, as specifically addressed in the Award Fee Evaluation Plan, will also be assessed and the overall assessment will be submitted to the Performance Evaluation Board for recommendation of Earned Award Fee to the Fee Determination Official (FDO).

The specific PWS elements to be objectively measured are provided below:

### **WBS Section**

#### **3.0 Agency wide Information Services**

- 3.1 Agencywide Application Projects
- 3.2 Digital Television
- 3.3 IT Security
- 3.4 Data Center Services
- 3.5 Russia IT Services
- 3.6 Wide Area Network (WAN) Services
- 3.7 Systems Management and Operations
- 3.8 Customer Support
- 3.10 Mission Engineering and Network Management
- 3.11 Local Area Network Engineering
- 3.12 Network Security
- 3.13 Business Studies
- 3.14 SEWP Program Management
- 3.15 NASA CIO Support

#### **5.0 MSFC Information Services**

- 5.1 MSFC Applications and Web Services
- 5.2 Computer Systems Services
- 5.3 Customer Requested Hardware Maintenance
- 5.4 Telecommunications Services
- 5.5 IT Security Services
- 5.6 Documentation Repository Services
- 5.7 Audio Visual Information Services
- 5.8 IT Procurement Services
- 5.9 Customer Support

MSFC will conduct quarterly and semi-annual assessments of the contractor's technical performance. The quarterly performance evaluations will serve to evaluate the contractor's performance for the initial three-month period of each semi-annual evaluation period and will allow for Government feedback as well as emphasizing areas of concern. The semi-annual performance evaluations will serve to formally assess the contractor's performance and the results of this evaluation will determine the contractor's fee earned for that particular period.

Technical performance will be objectively evaluated by the TM's in order to assist in determining the fee earned by the contractor for PWS sections 3.0 and 5.0. The technical performance of each of the PWS sub-sections shall be measured in accordance with the surveillance techniques established in ATTACHMENT J-4-(G) and against the performance standards outlined in ATTACHMENT J-4-(H). This data will be utilized in the establishment of the overall Award Fee earned for the period.

In order to facilitate calculation of Award Fee during each semi-annual reporting period, the following matrix will be utilized to assign a relative portion of the total potential award fee pool for PWS sections 3.0 and 5.0 to each PWS sub-section. Regardless of the fluctuations to these pools resulting from contract modifications, etc., the percentages of weight assigned to these PWS sub-sections will remain static unless also changed by contract modification.

(The negotiated contract value will be used to determine the appropriate percentages to be specified below.)

**Award Fee PWS Sub-section Weighting Table**

<u>WBS Sub-section</u>	<u>Title</u>	<u>Weight</u>
<b>3.0</b>	<b>AGENCYWIDE INFORMATION SERVICES</b>	
3.1	Agencywide Application Projects	<b>14.6%</b>
3.2	Digital Television	<b>.4%</b>
3.3	IT Security	<b>12.2%</b>
3.4	Data Center Services	<b>19.7%</b>
3.5	Russia IT Services	<b>3.9%</b>
3.6	WAN Services	<b>15.3%</b>
3.7	Systems Management and Operations	<b>26.0%</b>
3.8	Customer Support	<b>2.8%</b>
3.9	N/A	N/A
<b>3.10</b>	<b>Mission Engineering and Network Management</b>	<b>3.6%</b>
<b>3.11</b>	<b>Local Area Network Engineering</b>	<b>.8%</b>
<b>3.12</b>	<b>Network Security</b>	<b>.5%</b>
<b>3.13</b>	<b>Business Studies</b>	<b>.1%</b>
<b>3.14</b>	<b>SEWP Program Management</b>	<b>.1%</b>
<b>3.15</b>	<b>NASA CIO Support</b>	
	TOTAL	100%
<b>5.0</b>	<b>MSFC INFORMATION SERVICES</b>	
5.1	MSFC Applications and Web Services	<b>40.7%</b>
5.2	Computer Systems Services	<b>12.8%</b>
5.3	Customer Requested Hardware Maintenance	<b>0.4%</b>
5.4	Telecommunications Services	<b>14.8%</b>
5.5	Information Technology (IT) Security Services	<b>4.7%</b>
5.6	Documentation Repository Services	<b>3.5%</b>
5.7	Audio Visual Information Services	<b>16.4%</b>
5.8	IT Procurement Services	<b>1.2%</b>
5.9	Customer Support	<b>5.5%</b>
5.10	N/A	N/A
	TOTAL	100%



# **PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)**

SOW Section	NASA insight/surveillance/deliverables	Frequency
<b>3.10 Mission Engineering and Network Management</b>  3.10.1 Network and Sustaining Engineering  3.10.2 Software Sustaining Engineering  3.10.3 Network Management and Operations  3.10.4 System Administration	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974CD-002 Employee Location Listing 974CM-001 Configuration Management Plan 974LS-001 Government Property Management Plan 974MA-001 Management Plan 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 974RM-001 Operability/Maintainability Plan 974MA-002 Risk Management Plan 3. Customer Surveys 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Periodic walk-through to ensure proper practices are being adhered to in the area of property, security, safety & health 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics 9. Service performance availability 10. Service Utilization (e.g. number of conferences) 11. NISN Service Request status 12. Business continuity/Disaster recovery	1. Monthly (TM) 2. Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) 3. Quarterly (TM) 4. Weekly (TM) 5. Monthly (TM) 6. As deemed necessary (TM) 7. Monthly (TM) 8. Quarterly (TM) 9. Monthly (TM) 10. Monthly (TM) 11. Weekly (TM) 12. Quarterly (TM)

(Mod. 77)

**PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITEs- ATTACHMENT J-4-(G)**

<b>SOW Section</b>	<b>NASA insight/surveillance/deliverables</b>	<b>Frequency</b>
3.11 Local Area Network Engineering	<ol style="list-style-type: none"> <li>1. Periodic Review of On-line Systems</li> <li>2. Review of DRD's (see distribution list) per ISO process                         <ul style="list-style-type: none"> <li>974CD-002 Employee Location Listing</li> <li>974CM-001 Configuration Management Plan</li> <li>974LS-001 Government Property Management Plan</li> <li>974MA-001 Management Plan</li> <li>974CD-001 IT Security Plan</li> <li>974MA-005 Financial Management Report</li> <li>974MA-006 Reports</li> <li>974MA-007 Documentation</li> <li>974RM-001 Operability/Maintainability Plan</li> <li>974MA-002 Risk Management Plan</li> </ul> </li> <li>3. Customer Surveys</li> <li>4. Meetings documenting contractor actions</li> <li>5. Program Management Reviews</li> <li>6. Periodic walk-throughs to ensure proper practices are being adhered to in the areas of property, security, safety &amp; health</li> <li>7. Review of Contractor Performance against Kt Rqts</li> <li>8. Program Metrics</li> <li>9. Service performance availability</li> <li>10. Service Utilization (e.g. number of conferences)</li> <li>11. NISN Service Request status</li> <li>12. Business continuity/Disaster recovery</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly (TM)</li> <li>2.                         <ul style="list-style-type: none"> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Monthly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> </ul> </li> <li>3. Quarterly (TM)</li> <li>4. Weekly (TM)</li> <li>5. Monthly (TM)</li> <li>6. As deemed necessary (TM)</li> <li>7. Monthly (TM)</li> <li>8. Quarterly (TM)</li> <li>9. Monthly (TM)</li> <li>10. Monthly (TM)</li> <li>11. Weekly (TM)</li> <li>12. Quarterly (TM)</li> </ol>

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PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITEs- ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
3.12 Network Security	<ol style="list-style-type: none"> <li>1. Review of DRD's (see distribution list) per ISO process  974CD-001 IT Security Plan  974MA-005 Financial Management Report  974MA-006 Reports  974MA-002 Risk Management Plan</li> <li>2. Meetings documenting contractor actions</li> <li>3. Review of Contractor Performance against Kt Rqts</li> <li>4. Trouble Ticket Reports</li> <li>5. Internal/ External Audits</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly (TM)  Monthly (TM)  Quarterly (TM)  Quarterly (TM)</li> <li>2. Weekly (TM)</li> <li>3. Quarterly (TM)</li> <li>4. Monthly (TM)</li> <li>5. As deemed appropriate (various sources)</li> </ol>

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**PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITEs- ATTACHMENT J-4-(G)**

SOW Section	NASA insight/surveillance/deliverables	Frequency
3.13 Business Studies	<ol style="list-style-type: none"> <li>1. Customer Surveys</li> <li>2. Meetings documenting contractor actions</li> <li>3. Program Management Reviews</li> <li>4. Periodic walk-throughs to ensure proper practices are being adhered to in the areas of property, security, safety &amp; health</li> <li>5. Review of Contractor Performance against Kt Rqts</li> <li>6. Program Metrics</li> <li>7. Service performance availability</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly (TM)</li> <li>2. Weekly</li> <li>3. Monthly (TM)</li> <li>4. As deemed necessary (TM)</li> <li>5. Monthly (TM)</li> <li>6. Quarterly (TM)</li> <li>7. Monthly (TM)</li> </ol>

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**PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)**

<b>SOW Section</b>	<b>NASA insight/surveillance/deliverables</b>	<b>Frequency</b>
3.14 Scientific and Engineering Workstation Procurement (SEWP) Program Support	<ol style="list-style-type: none"> <li>1. Customer Surveys</li> <li>2. Meetings documenting contractor actions</li> <li>3. Program Management Reviews</li> <li>4. Periodic walk-throughs to ensure proper practices are being adhered to in the areas of property, security, safety &amp; health</li> <li>5. Review of Contractor Performance against Kt Rqts</li> <li>6. Program Metrics</li> <li>7. Service performance availability</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly (TM)</li> <li>2. Weekly</li> <li>3. Monthly (TM)</li> <li>4. As deemed necessary (TM)</li> <li>5. Monthly (TM)</li> <li>6. Quarterly (TM)</li> <li>7. Monthly (TM)</li> </ol>

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PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITEs- ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
3.15 NASA CIO Support	<ol style="list-style-type: none"> <li>1. Customer Surveys</li> <li>2. Meetings documenting contractor actions</li> <li>3. Program Management Reviews</li> <li>4. Periodic walk-throughs to ensure proper practices are being adhered to in the areas of property, security, safety &amp; health</li> <li>5. Review of Contractor Performance against Kt Rqts</li> <li>6. Program Metrics</li> <li>7. Service performance availability</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly (TM)</li> <li>2. Weekly</li> <li>3. Monthly (TM)</li> <li>4. As deemed necessary (TM)</li> <li>5. Monthly (TM)</li> <li>6. Quarterly (TM)</li> <li>7. Monthly (TM)</li> </ol>

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PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.0 MSFC INFORMATION SERVICES	1. Periodic Review of On-line Systems	1. As needed (TM)
5.1 MSFC Applications and Web Services	2. Review of DRD's (see distribution list) per ISO process	2. Monthly (TM)
5.1.1 Product Line Organizations	974MA-005 Financial Management Report	Monthly (TM)
5.1.2 Support Organizations	974MA-006 Reports	3. As needed (TM)
5.1.3 Office of the Director and Staff Offices	3. Meetings documenting contractor actions	4. Monthly (TM)
5.1.4 Business Information Systems	4. Review of Contractor Performance against Kt Rqts	5. As needed (TM)
Solutions	5. Project Plans and schedules	6. Monthly (TM)
	6. Availability Report	7. Monthly (TM)
	7. Trouble Ticket Report	8. Monthly (TM)
	8. Federal laws and Government and NASA policies regarding website development.	9. Quarterly (TM)
	9. Customer Surveys	

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PERFORMANCE SURVEILLANCE PLAN MATRIX – UNIT 6S– ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.2 Computer Systems Services  5.2.1 Business, Engineering and Scientific Midrange  5.2.2 User Owned Midrange  5.2.3 Test Area  5.2.4 National Space Science and Technology Center (NSSTC)	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Periodic walk-throughs to ensure proper practices are being adhered to 4. Review of Contractor Performance against Kt Rqts 5. Program Metrics/Availability Report 6. Project Plans and schedules	1. Monthly (TM) Monthly (TM) 2. Monthly (TM) 3. As needed (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. Quarterly (TM)

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PERFORMANCE SURVEILLANCE PLAN MATRIX – UNIT 5 – ATTACHMENT J-4-(G)		
SOW Section	NASA insignia/surveillance/deliverables	Frequency
5.3 Customer Requested Hardware Maintenance  3.9.4 Maintenance  5.10.4 Maintenance	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Meetings documenting contractor actions 3. Review of data for financial planning and information 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports	1. Monthly (TM) 2. As needed (TM) 3. Monthly (TM) 4. Monthly (TM) 5. Monthly (TM)

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PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITeS– ATTACHMENT J-4-(G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.4 Telecommunications Services 5.4.1 Telephone Services 5.4.2 Facsimile Services 5.4.3 Other Services	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Meetings documenting contractor actions 3. Program Management Reviews 4. Periodic walk-throughs to ensure proper practices are being adhered to 5. Review of Contractor Performance against Kt Rqts	1. Monthly (TM) Monthly (TM) 2. As needed (TM) 3. As needed (TM) 4. As needed (TM) 5. Monthly (TM)

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PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITEs– ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.5 Information Technology (IT) Security Services (a) ID/IR	<ol style="list-style-type: none"> <li>Review of DRD's (see distribution list) per ISO process  974CD-001 IT Security Plan  974MA-005 Financial Management Report  974MA-006 Reports  974MA-002 Risk Management Plan</li> <li>Meetings documenting contractor actions</li> <li>Review of Contractor Performance against Kt Rqts</li> <li>Trouble Ticket Reports</li> <li>Internal/External Audits</li> <li>Remedy TT database</li> </ol>	<ol style="list-style-type: none"> <li> Quarterly (TM)  Monthly (TM)  Quarterly (TM)  Quarterly (TM) </li> <li>Monthly (TM)</li> <li>Quarterly (TM)</li> <li>Quarterly (TM)</li> <li>As deemed appropriate (Various sources)</li> <li>Quarterly (TM)</li> </ol>

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**PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITEs– ATTACHMENT J-4-(G)**

<b>SOW Section</b>	<b>NASA insight/surveillance/deliverables</b>	<b>Frequency</b>
5.5 Information Technology (IT) Security Services (b) Firewalls	<ol style="list-style-type: none"> <li>1. Review of DRD's (see distribution list) per ISO process  974CD-001 IT Security Plan  974MA-005 Financial Management Report  974MA-006 Reports  974MA-002 Risk Management Plan</li> <li>2. Meetings documenting contractor actions</li> <li>3. Review of Contractor Performance against Kt Rqts</li> <li>4. Trouble Ticket Reports</li> <li>5. Internal/External Audits</li> <li>6. Remedy TT database</li> </ol>	<ol style="list-style-type: none"> <li>1. Quarterly (TM)  Monthly (TM)  Quarterly (TM)  Quarterly (TM)  Quarterly (TM)</li> <li>2. Monthly (TM)</li> <li>3. Quarterly (TM)</li> <li>4. Quarterly (TM)</li> <li>6. As deemed appropriate (Various sources)</li> <li>6. Quarterly (TM)</li> </ol>

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PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITeS– ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.6 Documentation Repository Services	<ol style="list-style-type: none"> <li>1. Periodic Review of On-line Systems</li> <li>2. Review of DRD's (see distribution list) per ISO process 974MA-006 Reports 974MA-005 Financial Management Report</li> <li>3. Technical Interchange Meetings</li> <li>4. Periodic walk-throughs to ensure proper practices are being adhered to</li> <li>5. Review of Contractor Performance against Kt Rqts</li> <li>6. Customer feedback</li> </ol>	<ol style="list-style-type: none"> <li>1. As needed (TM)</li> <li>2. Monthly (TM) Monthly (TM)</li> <li>3. As needed (TM)</li> <li>4. As needed (TM)</li> <li>5. Monthly (TM)</li> <li>7. Continuous (TM)</li> </ol>

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**PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)**

<b>SOW Section</b>	<b>NASA Insight/surveillance/deliverables</b>	<b>Frequency</b>
5.7 Audio Visual Information Services 5.7.1 Content Creation 5.7.2 Content Assembly 5.7.3 Content Distribution	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 3. Customer Surveys/ Random Sampling 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Review of data for financial planning and information 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics	1. As needed (TM) 2. Monthly (TM) Monthly (TM) Monthly (TM) 3. Quarterly (TM) 4. Weekly Staff Meetings (TM) 5. Monthly (TM) 6. Monthly (TM) 7. Quarterly (TM) 8. Monthly (TM)

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PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.8 IT Procurement Services	<ol style="list-style-type: none"> <li>1. Periodic Review of On-line Systems</li> <li>2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation</li> <li>3. Customer Surveys</li> <li>4. Meetings documenting contractor actions</li> <li>5. Program Management Reviews</li> <li>6. Review of data for financial planning and information</li> <li>7. Periodic walk-throughs to ensure proper practices are being adhered to</li> <li>8. Review of Contractor Performance against Kt Rqts</li> <li>9. Program Metrics</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly (TM)</li> <li>2. Monthly (TM) Monthly (TM) Monthly (TM)</li> <li>3. Quarterly (TM)</li> <li>4. Weekly Staff Meetings</li> <li>5. Weekly (TM)</li> <li>6. Monthly (TM)</li> <li>7. Monthly (TM)</li> <li>8. Quarterly (TM)</li> <li>9. Monthly (TM)</li> </ol>

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PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITEs- ATTACHMENT J-4-(G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.9 Customer Support 5.9.1 Customer Support Center 5.9.2 Service Requests 5.9.3 User Training	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports 6. Internal/External Audits	1. Monthly (TM) Quarterly (TM) 2. Monthly (TM) 3. Weekly (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. As deemed appropriate (various sources)

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.0 AGENCYWIDE INFORMATION SERVICES	A. Agencywide Applications Performance Metric See Attachment J-4-(A)	See Attachment J-4-(A)*	30%
3.1 Agency wide Applications Projects			
3.1.1 SESAAS	B. Table Releases Performance Metric See Attachment J-4-(B)	See Attachment J-4-(B)*	30%
3.1.2 Consolidated NPPS Operational Support	C. Technical Support Services Performance Metric See Attachment J-4-(C)	See Attachment J-4-(C)*	10%
3.1.3 Site for On-Line Learning and Resources (SOLAR)	D. Quality of Customer Support Services Performance Metric See Attachment J-4-(D)	See Attachment J-4-(D)*	10%
3.1.4 Web Time and Attendance Distribution System (WebTADS)	E. Timeliness of Performance Metric See Attachment J-4-(E)	See Attachment J-4-(E)*	20%
3.1.5 NASA Acquisition Internet Services (NAIS)	*If this particular standard does not apply for the evaluation period, the weight assigned to that standard will be equally distributed among the remaining standards.		
3.1.6 Dryden Flight Research Center (DFRC) Applications Support			
3.1.7 Exploration Systems Mission Directorate (ESMD) Support			

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.2 Digital Television (DTV)	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	100%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security 3.3.1 Intrusion Detection/ Incident Response	A. Contractor shall isolate IT security incidents and provide response within 1 hour and accurate reports within 2 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 12 hours for systems located on the MSFC campus and within 48 hours for all others.	1%	20%
	D. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security 3.3.2 NASA National Security Systems	A. Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected NSS services and update the NSS SOP for the affected system within 12 hours for systems located on the MSFC campus and within 24 hours for all others. Systems are defined as mission critical.	1%	20%
	D. Contractor shall track NSS systems trend analysis monthly and provide reports quarterly with recommendations as dictated by system performance.	1%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security  3.3.3 NASA Secure Sensitive but Unclassified Networks	A. For Agency Firewall (FW) services, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.	0% (Redundant FWs)	30%
		3% (Non-redundant FWs)	30%
	(The contractor must be provided with adequate sparing)	1%	20%
	B. For redundant Agency FWs, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant Agency FWs, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours.  (The contractor must be provided with adequate sparing)	1%	20%
	C. Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.		

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security  3.3.4 IT Security Perimeter  (Currently, no systems are operational under 3.3.4. Therefore, no objective award fee is allocated to this sub-element)	A. Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability based upon agreed to operational environment standards (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 24 hours for systems located on the MSFC campus and within 48 hours for all others. Systems are defined as mission critical.	1%	20%
	D. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security 3.3.5 Secure Authentication Service	A. Contractor shall provide response within 2 hours and accurate reports within 4 hours of notification for token administration based problems on the Remedy TT system and in accordance with SOP guidelines.	1%	35%
	B. Contractor shall restore affected Secure Authentication services and update the IT Security Plan for the affected system within 12 hours for systems located on the MSFC campus.	1%	35%
	C. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	30%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.4 Data Center Services	A. Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	20%
3.4.1 Consolidation Services	B. Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	15%
3.4.2 Computer Systems Services	C. Contractor shall ensure that CICS transactions occur <= .5 seconds.	6%	15%
3.4.3 Network Services	D. Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	10%
3.4.4 Agencywide Midrange Services	E. Contractor shall ensure that TSO transactions occur <= 1 second.	3%	10%
	F. Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	.2%	10%
	G. Contractor shall provide return-to-service for midrange computer systems within the following periods: Category 1 <= 2 hours of trouble ticket initiation (With the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	10%
	H. Contractor shall adhere to established schedules.	See Attachment J-4-(E)	5%
	I. Contractor shall provide move-add-change (MAC) services within <= 2 days of request or within established customer notification requirements.	2%	5%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.5 Russia IT Services			
3.5.1 Russian Wide Area Network (WAN)	A. Mission WAN/Services shall have uninterrupted availability. (Mission WAN/Services shall have a MTTR of <= 2 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *	.02%	25%
3.5.2 Russian Local Area Network (LAN)			
3.5.3 Russian IT Security			
3.5.4 Russian End User Support	B. Admin WAN/Services shall have uninterrupted availability. (Admin WAN/Services shall have a MTTR <= 4 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) *	.05%	25%
	C. For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%	25%
	D. Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	15%
	E. In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and Incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours	0%	10%

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\* The prime contractor shall ensure application of these standards to the subcontract circuit provider.

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.6 WAN Services	<p>A. Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules.</p> <p>(Reported metrics include NSR Trends)</p> <p>B. Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications.</p> <p>(Reported metrics include: 1) Standard Routed Services Availability; 2) Premium Routed Services Availability; 3) Mission Operation Proficiency; 4) VITS Availability; 5) VITS Conference Impacts; 6) VoTS Availability; and 7) VoTS Conference Impacts</p> <p>C. Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests.</p> <p>(Reported metrics include NSR Trends including cost estimates)</p>	See Attachment J-4-(E)	35%
3.6.1 GSA Contract Integration			
3.6.2 Switched Voice			
3.6.3 Video Services			
3.6.4 Voice Services		2%	50%
3.6.5 Data Services			
3.6.6 International Services			
3.6.7 Technical Services (Dedicated)			
3.6.8 Directory Services			
3.6.9 IP Address Management		5%	15%
3.6.10 Facsimile Broadcast Service			

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.7 Systems Management and Operations	A. Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	20%
3.7.1 Network Scheduling			
3.7.2 Network Monitoring	B. Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document.	.5%	20%
3.7.3 Network Control and System Management	(Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability		
3.7.4 Problem Management			
3.7.5 WAN Mission Operations	C. Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	20%
3.7.6 Control Centers			
3.7.7 Documentation and Configuration Management	D. Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	20%
	E. Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.8 Customer Support			
3.8.1 Help Desk	A. Contractor shall provide help desk support <=5 minutes of initial call.	2%	30%
3.8.2 Service Orders	B. Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	30%
3.8.3 User Training	C. Contractor shall provide user training in accordance with customer requirements when requested.	0%	20%
	D. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
<b>3.10 Mission Engineering and Network Management</b>  <b>3.10.1 Network and Sustaining Engineering</b>  <b>3.10.2 Software Sustaining Engineering</b>  <b>3.10.3 Network Management and Operations</b>  <b>3.10.4 System Administration</b>	A. Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	20%
	B. Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document.	.5%	20%
	(Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability		
	C. Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	20%
	D. Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	20%
	E. Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITEs			ATTACHMENT J-4-(H)
SOW Section	Performance Standard	MADR	WEIGHT
3.11 Local Area Network Engineering	A. Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	(b)(4)
	B. Contractor shall provide service restoration and meet impacts to service metrics as defined for GSFC LAN	.5%	
	C. Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.		
	D. Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	
	E. Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	
		2%	

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.12 Network Security	A. Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected NSS services and update the NSS SOP for the affected system within 12 hours for systems located on the GFSC campus and within 24 hours for all others. Systems are defined as mission critical.	1%	20%
	D. Contractor shall track NSS systems trend analysis monthly and provide reports quarterly with recommendations as dictated by system performance.	1%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITED STATES		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.13 Business Studies	Contractor shall ensure that mutually agreed to schedules for deliverables are adhered to.	See Attachment J-4-(E)	100%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.14 Scientific and Engineering Workstation Procurement (SEWP) Program Support	Contractor shall ensure that mutually agreed to schedules for deliverables are adhered to.	See Attachment J-4-(E)	100%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.15 NASA CIO Support	Contractor shall ensure that mutually agreed to schedules for deliverables are adhered to.	See Attachment J-4-(E)	100%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.0 MSFC INFORMATION SERVICES			
5.1 MSFC Applications and Web Services	A. Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Web Services Table.	See Attachment J-4-(F)	45%
5.1.1 Product Line Organizations			
5.1.2 Support Organizations	B. Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	45%
5.1.3 Office of the Director and Staff Offices			
5.1.4 Business Information Systems Solutions	C. Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	10%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.2 Computer Systems Services			
5.2.1 Business, Engineering and Scientific	A. Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time.	2%	30%
5.2.2 User Owned Midrange	B. Contractor shall provide return-to-service for midrange computer systems within the following periods:  Category 1 <= 2 hours of trouble ticket initiation (with the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	30%
5.2.3 Test Area			
5.2.4 National Space Science and Technology Center (NSSTC)	C. Contractor shall adhere to established schedules.	See Attachment J-4-(E)	20%
	D. Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.3 Customer Requested Hardware Maintenance  3.9.4 Maintenance  5.10.4 Maintenance	A. Contractor shall maintain Mean-time-to-Repair in accordance with the following:  Category 1 Items <= 2 hours (24 hours X 7 days)  Category 2 Items <= 2 business hours*  Category 3 Items <= 2 business hours*	2%	60%
	B. Contractor shall provide average response to trouble ticket initiation <= 30 minutes of notification.	.05%	20%
	C. Contractor shall provide help desk support <= 5 minutes of initial call.	2%	20%
	*Business hours are considered to be 7:30 AM to 4:30 PM Monday through Friday of the time zone where the hardware is physically located.		

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.4 Telecommunications Services	A. Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	60%
5.4.1 Telephone Services			
5.4.2 Facsimile Services	B. Contractor shall provide move-add-change (MAC) services based on Mean Time to Install (MTTI) <= 2 work days.	2%	10%
5.4.3 Other Services	C. Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	10%
	D. Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	10%
	E. Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	10%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.5 Information Technology (IT) Security Services (a) ID/IR  (50% of 5.5 objective award fee pool)	A. For systems the Contractor maintains, the Contractor shall isolate compromised or infected IT security assets and provide accurate reports within 4 hours of incident notification. The Remedy TT database shall be used as the record from which this metric is measured. Incident notification is defined as whenever UNITEs IT Security is notified, which is expected to result in an entry in the Remedy TT database.	2%	30%
	B. Contractor shall respond to and identify any IT security incidents associated with the MSFC or NSSTC campus within 2 hours of notification during normal duty hours. The Remedy TT database shall be used as the basis for this metric.	2%	30%
	C. This metric applies to systems on the MSFC or NSSTC campus that have been compromised and subsequently quarantined and released by Forensics and/or NASA Security.  For systems the Contractor maintains, the Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours.	1%	15%
	For all other systems, the IT Security Team shall provide the necessary support required by the affected system or service owner to update the system security plan, including providing vulnerability scans and results within 24 hours.  D. The Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC or NSSTC resources within 1 hour of receipt from any recognized authoritative source (e.g. NASIRC, FEDCERT, X-Force, etc.)	2%	25%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.5 Information Technology (IT) Security Services (b) Firewalls  (50% of objective award fee pool)	A. For Firewall (FW) services on the MSFC and NSSTC private and public networks that the Contractor maintains, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.  (The contractor must be provided with adequate sparing)	0% (Redundant FWs)  3% (Non-redundant FWs)	30%  30%
	B. For redundant FWs located on MSFC institute, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant FWs located at MSFC, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours.  (The contractor must be provided with adequate sparing)	2%	20%
	C. Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.	1%	20%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.6 Documentation Repository Services	A. Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	40%
	B. Contractor shall ensure that data input is accurate.	3%	30%
	C. Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	30%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.7 Audio Visual Information Services			
5.7.1 Content Creation	A. Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)-(2)	30%
5.7.2 Content Assembly			
5.7.3 Content Distribution	B. Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	40%
	C. Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/ MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	30%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	100%

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PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.9 Customer Support 5.9.1 Help Desk 5.9.2 Service Requirements 5.9.3 User Training	A. Contractor shall provide help desk support <=5 minutes of initial call.	2%	15%
	B. Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	15%
	C. Contractor shall provide user training in accordance with customer requirements when requested.	0%	35%
	D. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	35%

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**ATTACHMENT J-4-(I)**  
**Unified NASA Information Technology Services (UNITEs)**  
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.1 Agency wide Applications Projects  A	Agencywide Applications Performance Metric See Attachment J-4-(A)	See Attachment J-4-(A)	
  B	Table Releases Performance Metric See Attachment J-4-(B)	See Attachment J-4-(B)	
  C	Technical Support Services Performance Metric See Attachment J-4-(C)	See Attachment J-4-(C)	
  D	Quality of Customer Support Services See Attachment J-4-(D)	See Attachment J-4-(D)	
  E	Timeliness of Performance See Attachment J-4-(E)	See Attachment J-4-(D)	

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**ATTACHMENT J-4-(I)**  
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.2 Digital Television	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	

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**ATTACHMENT J-4-(I)**  
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<b>Required Service</b>	<b>Performance Standard</b>	<b>MADR</b>	<b>Quarterly Evaluation Data</b>
3.3 IT Security 3.3.1 Intrusion Detection/ Incident Response  A	Contractor shall isolate IT security incidents and provide response within 1 hour and accurate reports within 2 hours of incident notification and in accordance with SOP guidelines.	1%	
B	Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	
C	Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 12 hours for systems located on the MSFC campus and within 48 hours for all others.	1%	
D	Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	

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**ATTACHMENT J-4-(I)**  
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<b>Required Service</b>	<b>Performance Standard</b>	<b>MADR</b>	<b>Quarterly Evaluation Data</b>
3.3 IT Security 3.3.2 NASA National Security Systems  A	Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	
B	Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	
C	Contractor shall restore affected NSS services and update the NSS SOP for the affected system within 12 hours for systems located on the MSFC campus and within 24 hours for all others. Systems are defined as mission critical.	1%	
D	Contractor shall track NSS systems trend analysis monthly and provide reports quarterly with recommendations as dictated by system performance.	1%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security 3.3.3 NASA Secure Sensitive but Unclassified Networks A	<p>For Agency Firewall (FW) services, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.</p> <p>(The contractor must be provided adequate sparing)</p>	0% (Redundant FWs)  3% (Non-redundant FWs)	
B	<p>For redundant Agency FWs, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant Agency FWs, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours.</p> <p>(The contractor must be provided adequate sparing)</p>	1%	
C	<p>Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.</p>	1%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security 3.3.4 IT Security Perimeter A (Currently, no systems are operational under 3.3.4. Therefore, no objective award fee is allocated to this subelement)	Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	
B	Contractor shall provide 100% (as measured monthly) service availability based upon agreed to operational environment standards (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	
C	Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 24 hours for systems located on the MSFC campus and within 48 hours for all others. Systems are defined as mission critical.	1%	
D	Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security 3.3.5 Secure Authentication Service A	Contractor shall provide response within 2 hours and accurate reports within 4 hours of notification for token administration based problems on the Remedy TT system and in accordance with SOP guidelines.	1%	
B	Contractor shall restore affected Secure Authentication services and update the IT Security Plan for the affected system within 12 hours for systems located on the MSFC campus.	1%	
C	Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.4 Data Center Services			
A	Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	
B	Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	
C	Contractor shall ensure that CICS transactions occur <=.5 seconds.	6%	
D	Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	

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<b>3.4 (Con't)</b>  E	Contractor shall ensure that TSO transactions occur $\leq$ 1 second.	3%	
F	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	.2%	
G	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1 $\leq$ 2 hours of trouble ticket initiation (with the exception of a major database corruption and any hardware constraints) All other systems- $\leq$ COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	

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3.4 (Con't)	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	
H			
I	Contractor shall provide move-add-change (MAC) services within $\leq 2$ days of request or within established customer notification requirements.	2%	

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<b>Required Service</b>	<b>Performance Standard</b>	<b>MADR</b>	<b>Quarterly Evaluation Data</b>
3.5 Russia Services  A	Mission WAN/Services shall have uninterrupted availability. (Mission WAN/Services shall have a MTTR of <= 2 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *	.02%	
          B	Admin WAN/Services shall have uninterrupted availability. (Admin WAN/Services shall have a MTTR <= 4 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) *	.05%	

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3.5 (Con't)  C	For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 $\leq$ 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%	
D	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
E	In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency $\leq$ 1 hour Isolate the problem $\leq$ 2 hours Restore affected services $\leq$ 4 hours	0%	

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The prime contractor shall ensure application of these standards to the subcontract circuit provider.



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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
<p>3.6 WAN Services</p> <p>A</p>	<p>Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules.</p> <p>(Reported metrics include NSR Trends)</p>	<p>See Attachment J-4-(E)</p>	
<p>B</p>	<p>Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications.</p> <p>(Reported metrics include: 1) Standard Routed Services Availability; 2) Premium Routed Services Availability; 3) Mission Operation Proficiency; 4) ViTS Availability; 5) ViTS Conference Impacts; 6) VoTS Availability; and 7) VoTS Conference Impacts</p>	<p>2%</p>	
<p>C</p>	<p>Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests.</p> <p>(Reported metrics include NSR Trends including cost estimates)</p>	<p>5%</p>	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.7 Systems Management and Operations  A	Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	
  B	Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document. (Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability)	.5%	
  C	Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	
  D	Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	
  E	Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.8 Customer Support  A	Contractor shall provide help desk support <=5 minutes of initial call.	2%	
  B	Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	
  C	Contractor shall provide user training in accordance with customer requirements when requested.	0%	
  D	Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
<b>3.10 Mission Engineering and Network Management</b>  <b>A</b>	<b>Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies</b>	.5%	
<b>B</b>	<b>Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document.</b>  <b>(Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability</b>	5%	
<b>C</b>	<b>Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.</b>	2%	
<b>D</b>	<b>Contractor shall provide uninterrupted on-line reporting of system metrics.</b>	2%	
<b>E</b>	<b>Contractor shall provide password changes&lt;= 30 of receipt of request</b>	2%	

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**ATTACHMENT J-4-(I)**  
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.11 Local Area Network Engineering A	Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies	.5%	
B	Contractor shall provide service restoration and meet impacts to services metrics as defined for GSFC LAN	.5%	
5	Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	
D	Contractor shall provide uninterrupted on-line reporting of system metrics	2%	
E	Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
<b>3.12 Network Security</b>			
<b>A</b>	<b>Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.</b>	<b>1%</b>	
<b>B</b>	<b>Contractor shall provide 100% (as measured monthly) service availability (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)</b>	<b>1%</b>	
<b>C</b>	<b>Contractor shall restore affected NSS services and update the NSS SOP for the affected system within 12 hours for systems located on the GFSC campus and within 24 hours for all others. Systems are defined as mission critical.</b>	<b>1%</b>	
<b>D</b>	<b>Contractor shall track NSS systems trend analysis monthly and provide reports quarterly with recommendations as dictated by system performance.</b>	<b>1%</b>	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.13 Business Studies	Contractor shall ensure that mutually agreed to schedules for deliverables are adhered to.	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.14 Scientific and Engineering Workstation Procurement (SEWP) Program Support	Contractor shall ensure that mutually agreed to schedules for deliverables are adhered to.	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.15 NASA CIO Support	Contractor shall ensure that mutually agreed to schedules for deliverables are adhered to.	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.1 MSFC Applications and Web Services  A	Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Applications Services Table.	See Attachment J-4-(F)	
B	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
C	Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.2 Computer Systems Services  A	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time. (Even if the system is technically "up", if the application is unresponsive or functionality is significantly decreased, the system is considered down.)	.2%	
B	Contractor shall provide return-to-service for mid-range computer systems within the following periods:  Category 1 <= 2 hours of trouble ticket initiation (with the exception of a major database corruption and any hardware constraints) All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)  (Mod. 77)	2%	

5.2 (Con't)			
C	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	
D	Contractor shall provide move-add-change (MAC) services within $\leq 2$ days of request or within established customer notification requirements.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.3 Customer Requested Hardware Maintenance  A	Contractor shall maintain individual Mean-time-to-Repair in accordance with the following:  Category 1 Items <= 2 hours (24 hours X 7 days) Category 2 Items <= 2 business hours* Category 3 Items <= 2 business hours*  *Business hours are considered to be 7:30 AM to 4:30 PM Monday through Friday of the time zone where the hardware is physically located.	2%	
B	Contractor shall provide average response to trouble ticket initiation <= 30 minutes of notification.	.05%	
C	Contractor shall provide help desk support <= 5 minutes of initial call.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.4 Telecommunications Services			
A	Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	
B	Contractor shall provide move-add-change (MAC) services based on Mean Time to Install (MTTI) <= 2 work days.	2%	
C	Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	
D	Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	
E	Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	

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(5.5 Con't.)	<p>For systems the Contractor maintains, the Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours.</p> <p>For all other systems, the IT Security Team shall provide the necessary support required by the affected system or service owner to update the system security plan, including providing vulnerability scans and results within 24 hours.</p>		
D	<p>The Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC or NSSTC resources within 1 hour of receipt from any recognized authoritative source (e.g. NASIRC, FEDCERT, X-Force, etc.)</p>	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.5 Information Technology (IT) Security Services (b) Firewalls A (50% of 5.5 objective award fee pool)	For Firewall (FW) services on the MSFC and NSSTC private and public networks that the Contractor maintains, the Contractor shall provide 100% (as measured monthly) service availability for redundant FWs and 100% availability for non-redundant FWs (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc). The FW service shall be restored within 4 hours during normal business hours and restored within 6 hours after normal business hours. The Remedy TT system database shall be used as the record from which this metric is measured.  (The contractor must be provided with adequate sparing)	0% (Redundant FWs)  3% (Non-redundant FWs)	
B	For redundant FWs located on MSFC institute, the contractor shall restore the affected system within 28 hours (24 hours to ship, 4 hours to configure) during normal business week. For non-redundant FWs located at MSFC, the contractor shall restore the affected system within 4 hours during normal business hours and within 6 hours for non-business hours.  (The contractor must be provided with adequate sparing)	2%	
C	Contractor shall acknowledge FW rule modification to existing service change requests within 2 hours during regular business hours. The 2 hour response is measured from receipt of FW rule change request.	1%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.6 Documentation Repository Services  A	Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	
  B	Contractor shall ensure that data input is accurate.	3%	
  C	Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.7 Audio Visual Information Services  A	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)-(2)	
  B	Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	
  C	Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.9 Customer Support	Contractor shall provide help desk support <=5 minutes of initial call.	2%	
A			
B	Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	
C	Contractor shall provide user training in accordance with customer requirements when requested.	0%	
D	Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	

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